

TRAINING LOGISTICS COORDINATOR

Position summary:

This position is responsible for processing and managing public and/or partnerships program registration records, managing logistical arrangements with venues, and managing communications with clients and internal staff to ensure program success. Position requires a proactive approach and sensitivity to the time critical nature of logistics planning and execution. Must be willing, and have the ability, to effectively expedite resolutions both internally and externally while maintaining a strong rapport and open communication with colleagues, vendors, and clients. This position is also responsible for new related tasks as assigned by manager.

Responsibilities (include but not limited to):

- Register program participants and manage back-end process steps.
- Manage and monitor program details to ensure the logistics for each program are complete.
- Manage and maintain Salesforce data for all programs and participant registrations, including material orders and venue arrangements.
- Process registration payments and quote requests in NAV.
- Provide accurate and timely information to training participants and potential participants, including all necessary preparation information and answering any questions.
- Communicate and apply cancellation, transfer, lodging and other program policies with consistency and integrity.
- Communicate and update team members on availability of sessions and proposed plans to manage demand.

- Maintain accurate tracking of program numbers and waitlists.
- Ensure continued positive client relationship and maintain contact with client start to finish.
- Communicate frequently with team to create a streamlined process within the department and cross-functionally.
- Make decisions in line with the vision, mission, and values of Prosci to enable the best possible client experience.

Essential skills and experience:

- Proficient with Microsoft Office Suite
- Experience with Microsoft NAV a plus
- Detail oriented
- Basic understanding of bookkeeping
- Dependable
- Strong time management skills
- Customer service mentality
- Ability to maintain accurate records daily
- Strong organization skills with the ability to prioritize and balance competing factors
- Ability to plan, coordinate, and implement program specific details
- Proactive communicator with robust written and verbal communication skills
- Ability to learn and complete tasks quickly, accurately and thoroughly
- Ability to complete multiple tasks simultaneously
- Hands-on approach
- A team player
- This position has no direct reports

How to Apply:

Please email cover letter and resume to resume@prosci.com with “Training Logistics Coordinator” in the subject line.

About Prosci:

Founded in 1994, Prosci is the global leader in change management and the provider of choice for 80% of Fortune 100 companies. Prosci combines scientific research with the people side of change to deliver results-focused solutions that enable clients to achieve change outcomes and grow organizational change capability. Prosci maintains the world’s largest body of change management research—the basis for the company’s tools, methodologies, services, and role-based development programs. To date, Prosci has trained and certified over 50,000 change management practitioners worldwide. The company is headquartered in Fort Collins, Colorado, with offices in Halifax, Canada, and Sydney, Australia, and more than 25 certified Prosci Partners around the globe. Prosci is always expanding directly and through its partner network to ensure change success for clients no matter where they are located.